

# Five9 Genius AI

An end-to-end suite to deliver smarter AI for CX.

Today's contact centers face rising expectations, disconnected systems, and AI that's hard to trust or scale. Five9 Genius AI changes that.

[Five9 Genius AI](#) combines a robust platform, a data-driven strategic process, and years of CX innovation to deliver real business value. It's an end-to-end AI product suite for transforming customer experience and optimizing every touchpoint of the service journey—for customers, agents, and admins.

From personalized self-service to intelligent workflow automation, Genius AI is built to adapt to your needs and evolve alongside your teams. With governance, visibility, and control built in, you can confidently scale and tailor AI across your organization to fit your unique business needs.

Expect faster deployment, higher containment, and better ROI—plus empowered agents and more connected customer experiences.

## Five9 Genius AI Product Suite

### Customer Self-Service

Unlock the power of conversational, hyper-personalized experiences across voice and digital channels.

#### Products:

- [Five9 AI Agents](#): Deliver self-service that feels human. Blend generative and conversational AI with NLP for fast, personalized customer resolutions.
- [AI Knowledge](#): Surface relevant information from trusted enterprise knowledge sources in real time.
- [Five9 AI Authentication](#): Strengthen security with voice biometrics that authenticate fast and prevent fraud—without slowdowns.

### Agent Assistance

Empower agents with real-time AI guidance to accelerate resolutions and improve satisfaction.

#### Products:

- [AI Agent Assist](#): Real-time guidance, checklists, customer intent detection, and contextual knowledge.
- [AI Summaries](#): Custom interaction summaries.
- [AI Transcription](#): Real-time interaction transcripts.
- [AI Knowledge](#): Relevant, trusted answers from enterprise knowledge assets.

#### Outcomes

- Increase self-service automation rate
- Improve CSAT scores
- Decrease customer effort score (CES)
- Lower call abandonment rates

#### Outcomes

- Increase agent satisfaction
- Accelerate onboarding
- Reduce average handle time & after-call work
- Increase upsell revenue
- Improve note accuracy

With Five9 AI Agents, we're seeing a 45% containment rate on all carrier pickup calls. It now takes about 60% less time than before to schedule a carrier pickup.

Automating this piece of the process has been great for us and for our patients.

[EXACT SCIENCES](#)

**FIVE9 GENIUS AI**

**Conversational Intelligence**

Turn conversations into business intelligence. Make smarter decisions with AI-driven insights.

**Products:**

- [Five9 AI Insights](#): Uncover CX trends, tailor metrics, and analyze interactions at scale with out-of-the-box, customizable dashboards.
- [Spotlight for AI Insights](#): Go beyond pre-defined metrics. Generate custom insights tailored to your contact center's specific needs.

**Outcomes**

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**A Unified Admin Console**

Build, customize, and control AI—all in one intuitive interface.

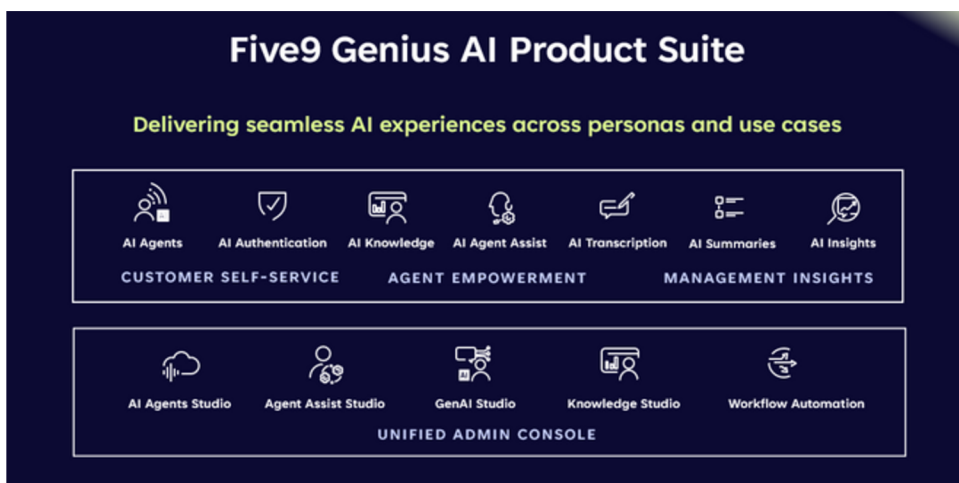
Orchestrate your entire AI strategy with one intuitive, no-code interface. Centralize AI model customization, governance, and deployment using modular tools across the Genius AI Suite.

**Products:**

- [GenAI Studio](#): Customize prompts, define guardrails, and manage output.
- [Knowledge Studio](#): Harness RAG and LLMs to deliver trusted, real-time answers. Seamlessly connect knowledge across agents, interactions, customers, and the entire enterprise.
- [Workflow Automation](#): Visually build automated workflows across systems. Eliminate manual tasks, accelerate service delivery, and boost operational efficiency.
- [AI Agents Studio](#): Drag-and-drop interface to build and deploy virtual agents fast, with pre-built templates for custom personas and industries.

**What Sets Five9 Genius AI Apart**

- **Engine-agnostic flexibility:** Integrate with best-in-class AI models of your choice.
- **Enterprise-grade governance:** Maintain control, enforce guardrails, and build trust.
- **Reusable components:** Build once, deploy everywhere—across channels and use cases.
- **Modular and no-code:** Empower business and technical users alike.
- **Customization:** Tailor AI using your enterprise knowledge and contextual data.
- **Proven ROI:** Faster deployments, higher containment, and better CX outcomes.



**Experience the Genius Difference**

This is CX that works—powered by AI you can trust. Discover how to deliver results with [Five9 Genius AI](#).

**About Five9**

Five9 empowers organizations to create hyper-personalized and effortless AI-driven customer experiences that deliver better business outcomes. Powered by Five9 Genius AI and our people, the Five9 Intelligent CX Platform is trusted by 2,500+ customers and 1,400+ partners globally. The New CX Starts Here and it's at the heart of every winning experience. For more information, [visit www.five9.com](http://www.five9.com)

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